

Oxona Healthcare Complaints Policy Statement

At Oxona Healthcare, we take patient feedback seriously and aim to resolve complaints quickly and respectfully.

Complaints Manager: Responsible for handling all complaints.

How to Complain:

- Speak to a team member or contact the Complaints Manager by email **complaints@oxonahealth.co.uk**

Verbal Complaints:

- Recorded by staff and passed to the Complaints Manager.
- Acknowledged within 2 working days.

Written Complaints:

- Passed immediately to the Complaints Manager.
- Acknowledged within 2 working days.

Investigations:

- Contact made to discuss complaints unless easily resolved.
- Clinical complaints referred to relevant clinicians unless requested otherwise.
- Response aimed within 20 working days; updates if delayed.
- Complex cases may involve insurers or legal advisors.

Complaints on Behalf of Others:

- Written consent from the patient required unless unable to provide.

Complaints should be made within 12 months of the incident or discovery.

External Contacts:

- **CQC:** enquiries@cqc.org.uk | 03000 616161
- **ISCAS:** 020 7536 6091 | [iscas.cedr.com](https://www.iscas.cedr.com)
- **GMC:** 0161 923 6399 | [gmc-uk.org/concerns](https://www.gmc-uk.org/concerns)

Reviewed: August 2026 | **Next Review:** August 2027